
Meridian Mail Guest Voice Messaging Reference Guide

Meridian Mail

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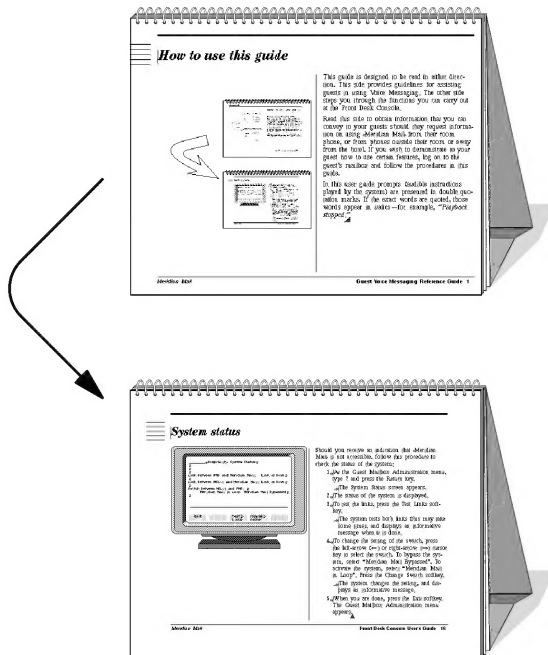
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How to use this guide



■ Introduction

This guide provides information on what guests must do to use Meridian Mail from their room phones, from other phones inside the hotel, or from phones away from the hotel. If you wish to demonstrate certain features to a guest, you can log on to the guest's mailbox and follow the procedures in this guide. If you flip this guide over to the other side, you will find instructions on how to use the Guest Administration Console.

In the instructions for using Guest Voice Messaging, you will find that Meridian Mail prompts (audible instructions played by the system) are printed in double quotation marks. System prompts, or their customized versions, are displayed in brackets surrounded by double quotation marks – for example, “(Guest logon greeting).” This is because the wording of the prompt may vary from location to location. Sample messages may also appear in italic type, in quotation marks. Throughout this guide, keys on the telephone keypad are referred to using the label of the key enclosed in angle brackets (for example, <1>, <2>, <#>).

Points to cover with the guest

■ **General features of Meridian Mail**

- Meridian Mail is like a personal phone answering machine; it takes messages when your guest is on the phone, or away from the room.
- Meridian Mail notifies your guest when there are messages waiting. If the room telephone has a message waiting indicator lamp, it flashes. If there is no lamp or it does not flash, your guest hears interrupted dial tone on picking up the receiver.
- Meridian Mail is simple to use. Your guest just presses one button on the room telephone to hear any messages.
- Meridian Mail stores your guest's messages in a private area known as a mailbox. Your guest is given added security through a personalized password that is provided when the guest checks in. The password prevents unauthorized access to the guest's messages, and allows your guest to listen to messages from any telephone outside the room or the hotel.
- Meridian Mail also notifies your guest of any messages waiting at another system, such as a television messaging system or a written mes-

saging system in the Property Management System (PMS).

■ **Meridian Mail prompts**

- Your guest does not need to memorize any Meridian Mail commands because the features simplify message retrieval at the room phones. Meridian Mail plays prompts that tell your guest which commands can be used.
- Prompts are available in different languages which can be set up for each mailbox.

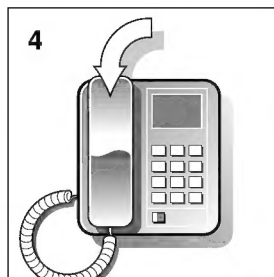
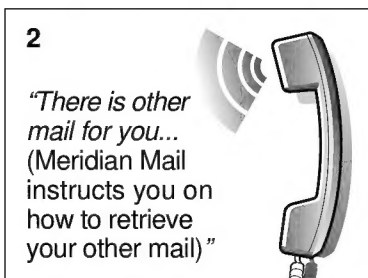
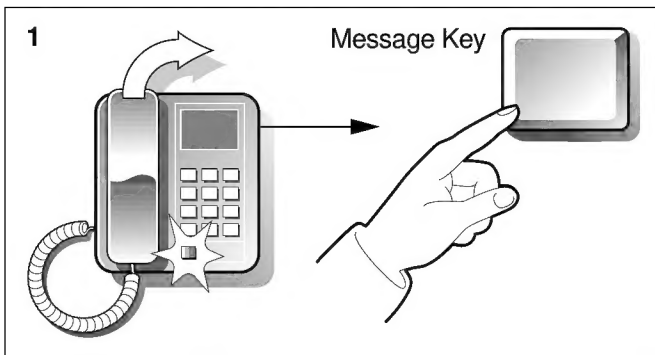
■ **Calling a guest or hotel staff**

- When your guest calls someone in the hotel who is unavailable or on the phone, Meridian Mail asks the guest to leave a message. Your guest can then decide whether to hang up and try again later, or leave a message.

■ **Meridian Mail information**

- Information cards and other user guides that your company provides should be available to your guest. These provide instructions and telephone numbers that your guests need in order to use Meridian Mail.

Checking messages



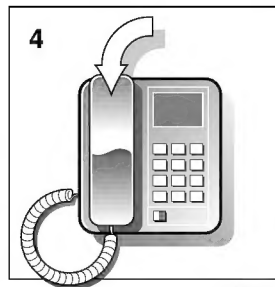
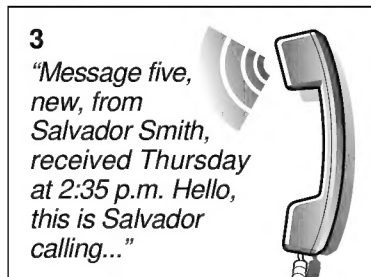
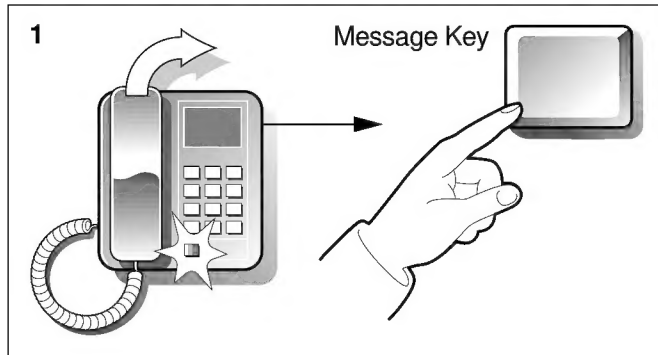
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■ Accessing Meridian Mail

You can gain access to Meridian Mail by pressing one key on the room telephone to hear new messages in the order in which they arrived. Check your messages by following this procedure:

1. If the message waiting indicator on the room telephone is on, or if interrupted dial tone is heard in the receiver, press the message key. The guest logon greeting is then played.
If the telephone does not have a message key, you must dial the Meridian Mail access number.
2. Meridian Mail indicates if there are other messages waiting besides voice messages (for example, written notes left at the front desk, or messages accessible through another system). These can be retrieved by contacting the front desk or by using another messaging system, if there is one.

Checking messages, continued



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3. Meridian Mail plays any new messages.

An example follows: *"Message five, new, from Salvador Smith, received Thursday at 2:35 p.m. Hello, this is Salvador calling...."*

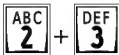
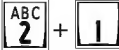
If there are no new messages, Meridian Mail plays the oldest message. If there have been no messages at all, Meridian Mail indicates this and then says which commands can be used.

4. Once the messages have been played, hang up, or, to continue to use Meridian Mail, see the following pages of this guide.

Checking messages, continued

■ Controlling message playback

Your guest can listen to part or all of any message at any time by interrupting automatic playback.

Your guest can...	By pressing...	Your guest hears...
Go to the next message		“(Description of next message)”
Go to the previous message		“(Description of previous message)”
Play the message again (at the end of the message)		“Start of message”
Pause during playback		“Playback stopped”
Continue listening to an interrupted message		“(Message playback resumes)”
Skip backward 5 seconds at a time		“(Earlier part of message)”
Skip forward 5 seconds at a time		“(Later part of message)”
Play the message faster		“(Playback speed increases)”
Play the message slower		“(Playback speed decreases)”
Call the attendant		Ringin <i>g</i> . The attendant answers.

Calling a sender



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■ One-touch dialing

While listening to a message, a guest may want to speak immediately with the person who left the message. If the person who left the message is also staying in the hotel, the sender's number can be automatically dialed using the Calling a Sender feature:

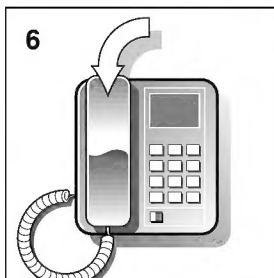
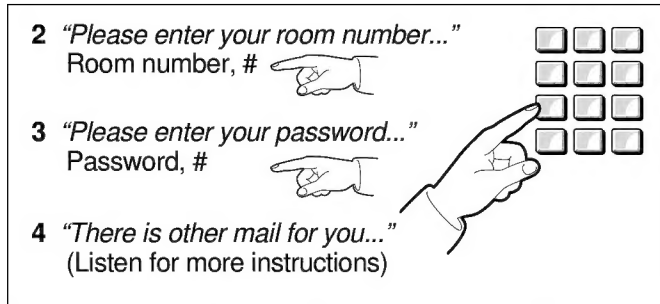
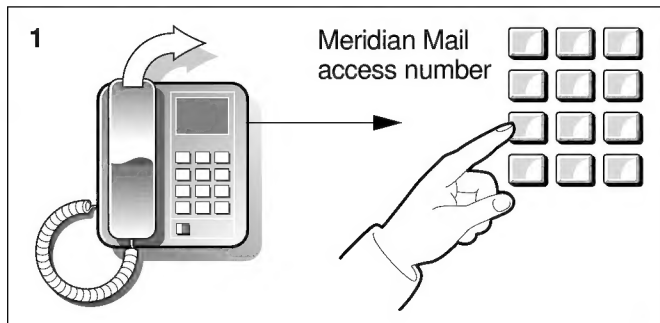
1. When listening to the message, press <9>. (Use the commands on the previous page if you are not listening to the right message.)
"Calling (name or number)."
2. Talk to the caller, or leave a message. Then hang up.

■ Identifying the sender

Meridian Mail identifies the sender as follows:

- Staff members are identified by name if they have recorded their "Name for Identification" (also referred to as "personal verification" in Meridian Mail). If no name has been recorded, Meridian Mail plays "from a staff member."
- Messages from other guests are identified by name. For security reasons, if no name is recorded, messages from other guests are identified as "from a guest."

Away from the room?



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■ Calling for messages

When away from the room, your guest can still use Meridian Mail to listen to messages by following the steps listed below. (This procedure can also be used by guests who have asked the hotel to disable One-touch Access for their room phones.)

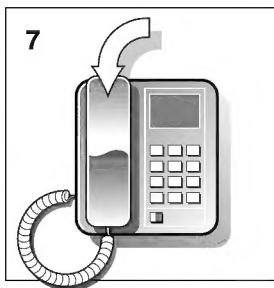
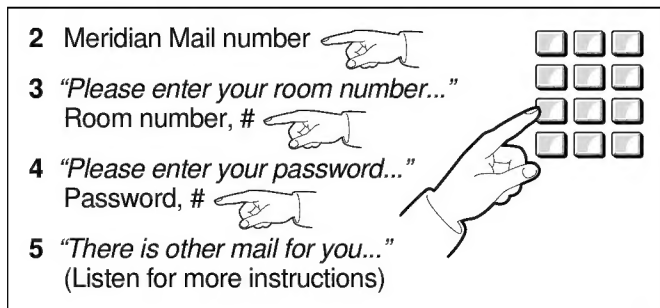
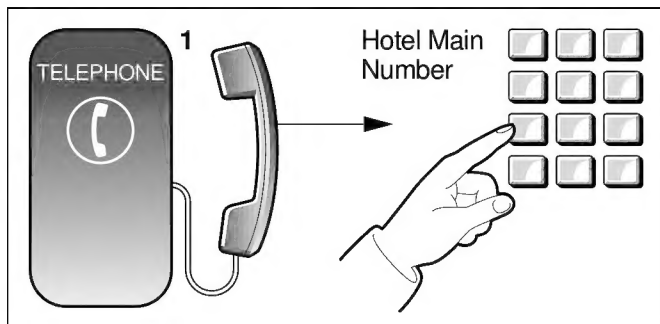
1. Dial the Meridian Mail access number.

Meridian Mail access number: _____

"(Guest logon greeting) ...*Please enter your room number followed by number sign,*" or "(A custom message recorded by the system administrator)."

2. Enter the room number, then press <#>.
"Please enter your password followed by number sign."
3. Enter the password, then press <#>.
4. Meridian Mail informs you of any messages (including non-voice messages).
5. Any new messages are played. All the usual functions of Meridian Mail can be used to listen to messages.
6. When you are done, hang up.

Away from the hotel?



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■ Calling for messages

Outside of the hotel, your guest can use this procedure.

1. Dial the hotel's number, or the direct inward number if available.

Hotel number: _____

2. Dial the Meridian Mail access number if prompted by an automated attendant, or ask to be connected by the attendant.

Meridian Mail access number: _____

"(Guest logon greeting) ...Please enter your room number followed by number sign," or

"(A custom message recorded by the system administrator)."

3. Enter the room number, then press <#>.

"Please enter your password followed by number sign."

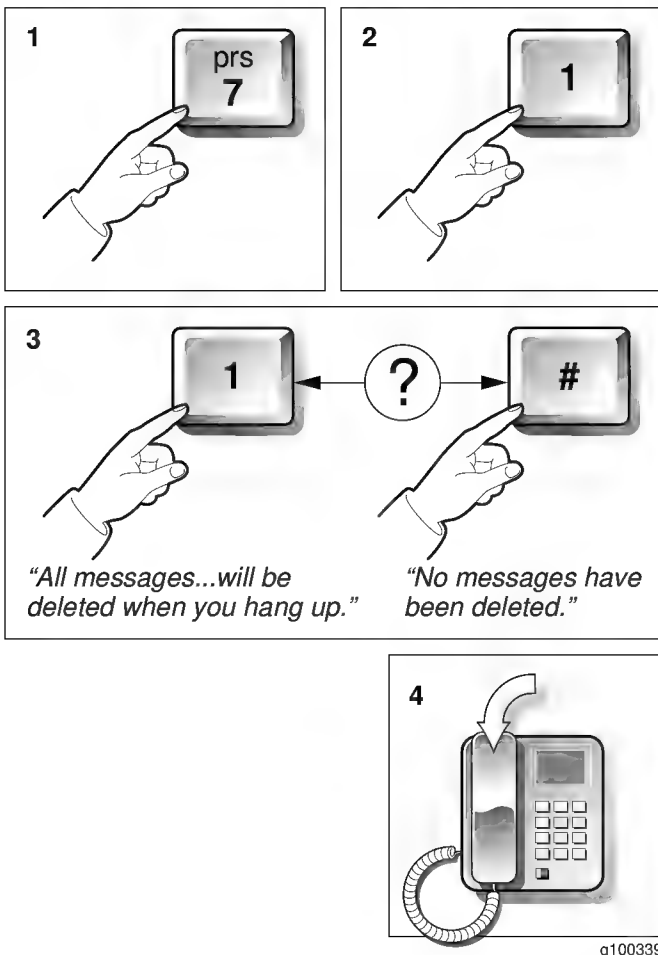
4. Enter the password, then press <#>.

5. Meridian Mail informs you of any messages (including non-voice messages).

6. New messages are played.

7. When you are done, hang up.

Message cleanup



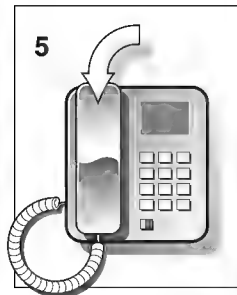
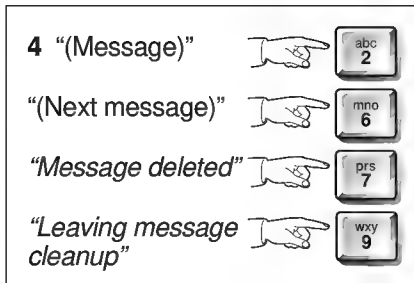
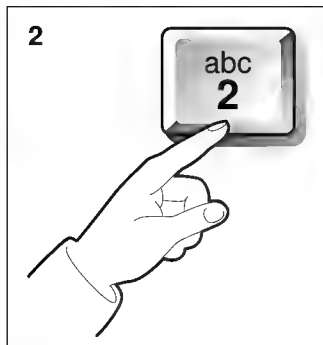
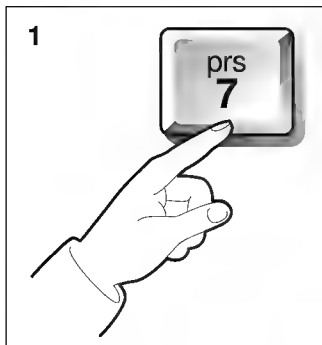
Once you have listened to a message, you may wish to delete items from your mailbox. You may delete them all at once, or selectively, as explained on page 10. If you delete a message in error, see page 11 to restore the message.

■ Deleting all messages

The procedure described below allows the guest to delete all messages at one time.

1. Log on to the mailbox. Press <7>.
"Message cleanup. To delete all the messages that you have heard, press 1."
2. Press <1>.
"You have chosen to delete all the messages that you have heard. To confirm the deletion, press 1. To return to your message list without deleting messages, press number sign."
3. To confirm the deletion, press <1>.
"All messages that you have heard will be deleted from your mailbox when you hang up."
To cancel the deletion, press <#>.
"No messages have been deleted. Leaving message cleanup."
4. Proceed with other commands, or hang up.

Message cleanup, continued



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■ Deleting selected messages

The procedure described below allows the guest to delete selected messages.

1. Log on to the mailbox. Press <7>.

"Message cleanup. To delete all the messages that you have heard, press 1. To select which ones are to be deleted, press 2."

2. Press <2>.

"Selective deletion. Messages will be played one at a time and you will be able to delete them."

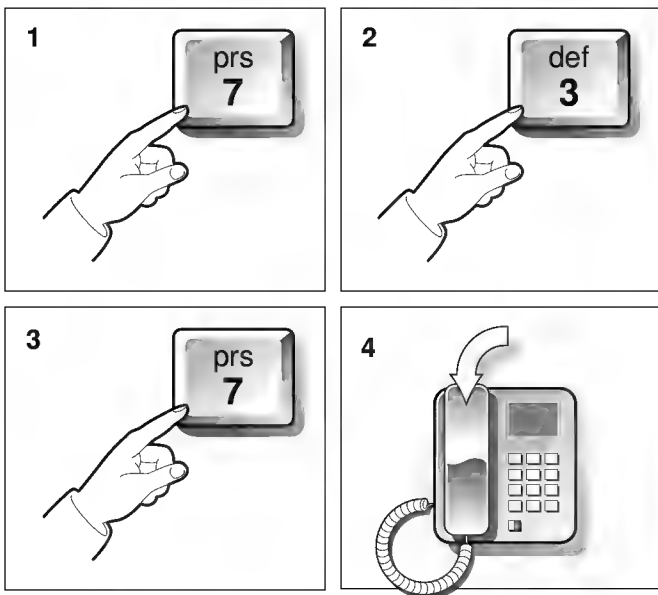
3. The first message is played.

4. Press:

- <2> to play the message again
- <6> to go to the next message, without deleting the current message
- <7> to delete the message just played
"Message (number) deleted."
- <9> to leave the delete function
"Leaving Message Cleanup."

5. Proceed with other commands, or hang up.

Message cleanup, continued



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■ Restoring deleted messages

Messages deleted during the current mailbox session can be restored by following the steps listed below, but only if the user has not hung up since deleting the messages. Guests can follow this procedure to restore deleted messages.

1. Press <7>.

“Message Cleanup. To delete all the messages that you have heard, press 1. To select which ones are to be deleted, press 2. To restore all the messages that you have deleted in this session, press 3. To exit from Message Cleanup, press number sign.”

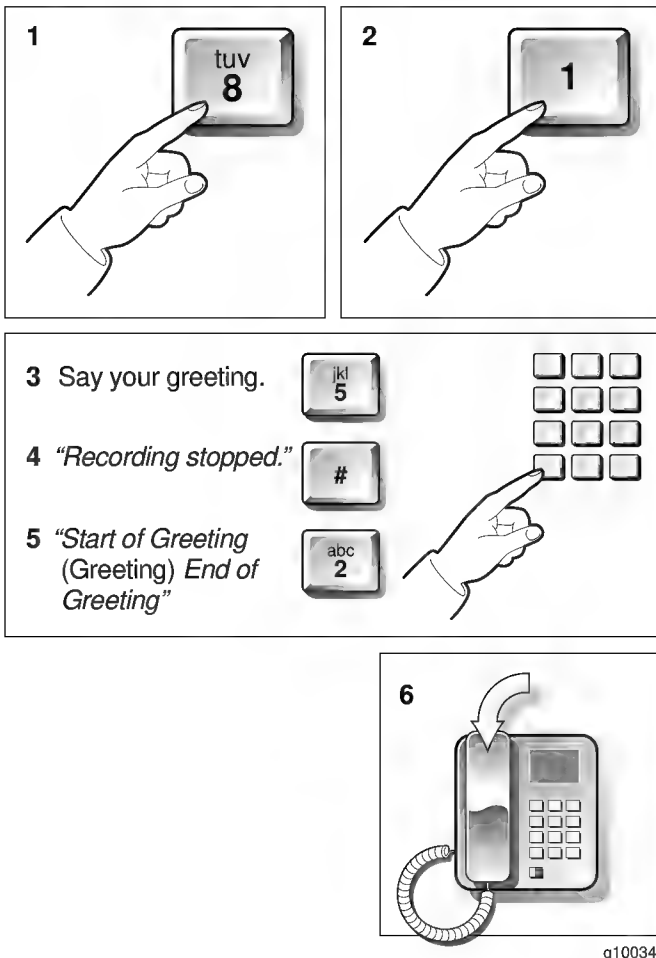
2. Press <3>.

“All deleted messages have been restored.”

If no messages were deleted, the following prompt is played: *“Sorry, that selection is not recognized.”* Note that messages that were deleted in a previous session cannot be restored.

3. Meridian Mail repeats the message cleanup commands: *“To delete some messages, use Message Cleanup again in this session by pressing 7.”*
4. When you are done, hang up.

Mailbox setup



■ **Setting up a mailbox**

When setting up a mailbox, a guest can

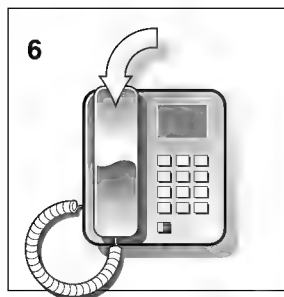
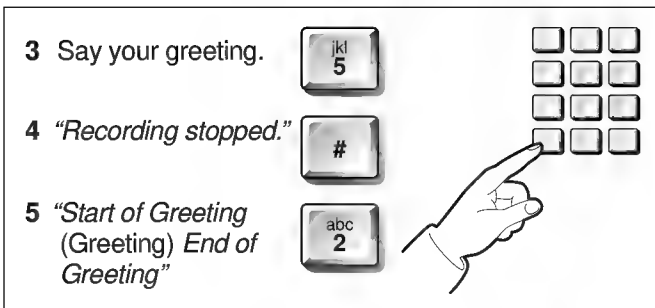
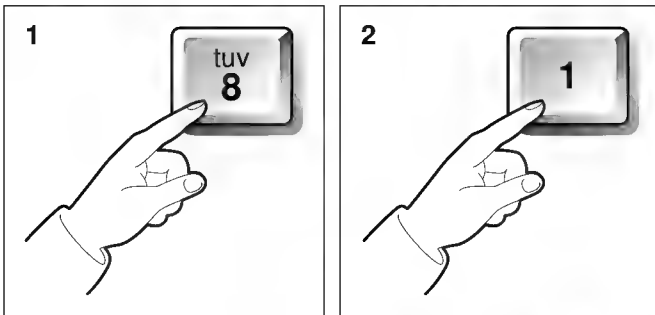
- record a customized personal greeting that callers will hear when Meridian Mail answers the phone, in place of the standard system greeting
- record his or her name which will be used by Meridian Mail to identify the guest
- change his or her password

■ **Recording the greeting**

The guest can change the greeting callers hear when Meridian Mail answers the phone by following this procedure.

1. Log on to the mailbox. Press <8>.
"Mailbox setup. To record your personal greeting, press <1>...."
2. Press <1>.
"Personal greeting."

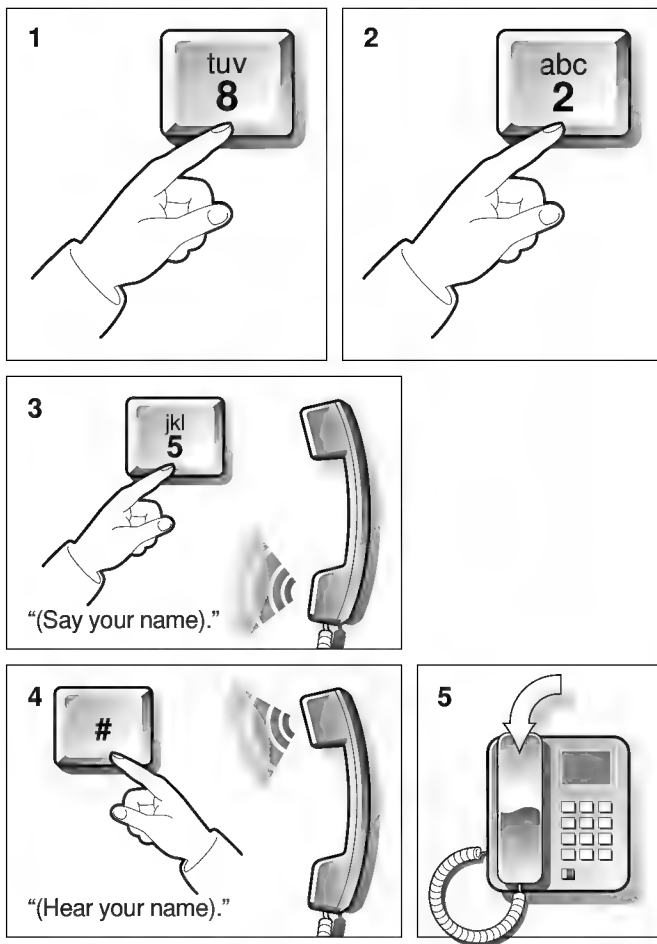
Mailbox setup, continued



g100341

3. To record the greeting, press <5>. Wait for the tone, then speak. Keep the greeting reasonably short. Mention that callers can press 0 to speak to the hotel operator instead of leaving a message.
4. When you have finished speaking, press <#>. *"Recording stopped."*
5. To check the greeting, press <2>. *"Start of greeting (Greeting) End of greeting."*
6. To proceed with other commands, press <4>.
7. When you are done, hang up.

Mailbox setup, continued



■ Customizing the Name for Identification

The term Name for Identification refers to a spoken recording of your guest’s name that Meridian Mail plays to callers. The availability of this feature depends on how the administrator has configured the system. It may not be enabled for all guests, but if it is available, guests can follow this procedure to record their names.

1. Log on to the mailbox. Press <8>.

“Mailbox setup. To record your personal greeting, press <1>. To record your name for identification, press <2>....”

2. Press <2>.

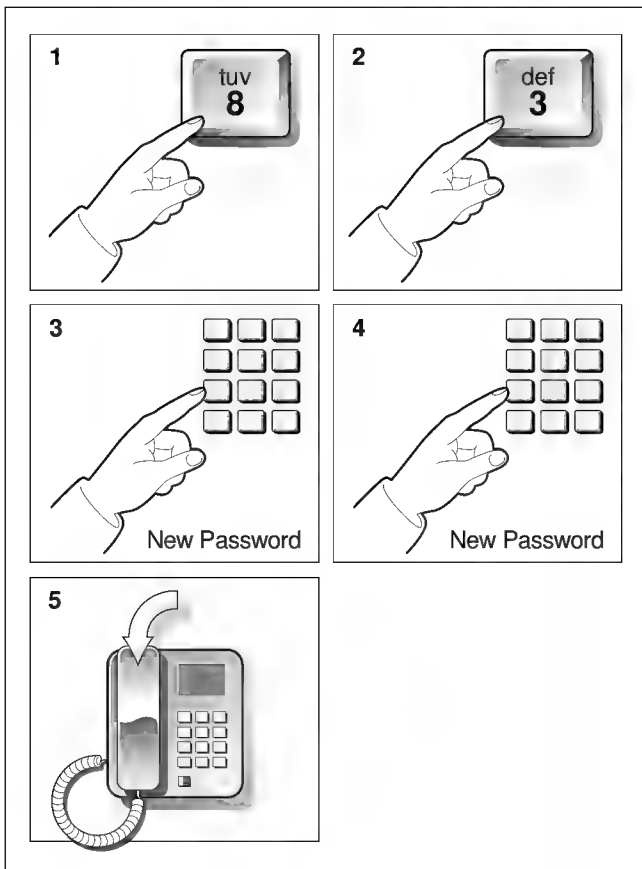
*“The name for identification is... (name),” or
“There is no name for identification for room ... (number).”*

3. To record the name, press <5>. Wait for the tone, then say your name.
4. To stop the recording, press <#>.

“The name for identification is ...(name).”

5. To proceed with other commands, press <4>.
6. When you are done, hang up.

Mailbox setup, continued



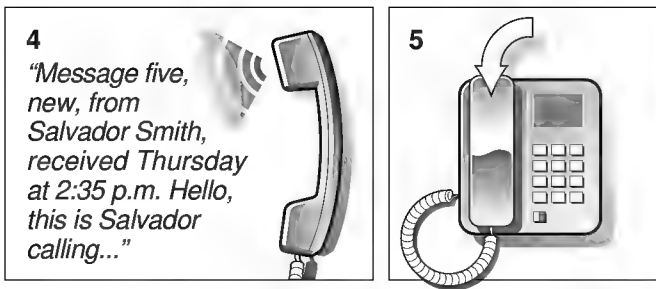
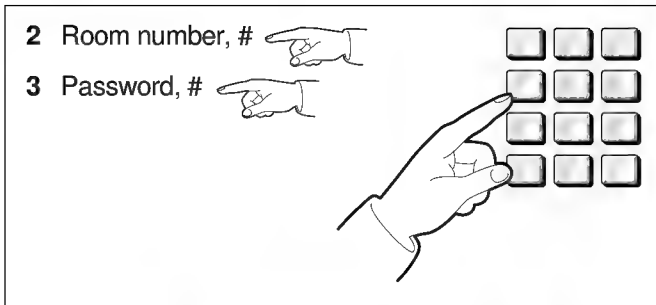
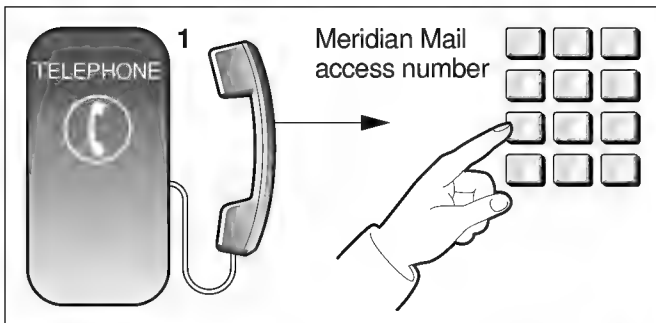
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■ Changing the password

The guest can use the following procedure to change the mailbox password.

1. Log on to the mailbox. Press <8>.
“Mailbox setup. To record your personal greeting, press 1. To record your name for identification, press 2. To change your password, press 3...”
2. Press <3>.
“Password change. Please enter your new password, followed by number sign.”
3. Enter the new password, then press <#>. A password can be up to 16 characters long. To cancel the operation after step 2, just press <#>.
“Please enter your new password again, followed by number sign.”
4. Enter the new password to confirm that it was typed correctly, followed by <#>.
5. To proceed with other commands, press <4>. Otherwise, hang up.

After checking out



g100334

■ Inside the hotel

After checkout, guests can listen to unheard messages that arrived prior to checkout. Messages are stored for a period of time that is set by the system administrator. Guests should be advised that no new messages can be left in the checked-out mailbox after checkout. If calling from a phone in the hotel shortly after checking out, and before a new guest has checked in, your guest can use the following procedure.

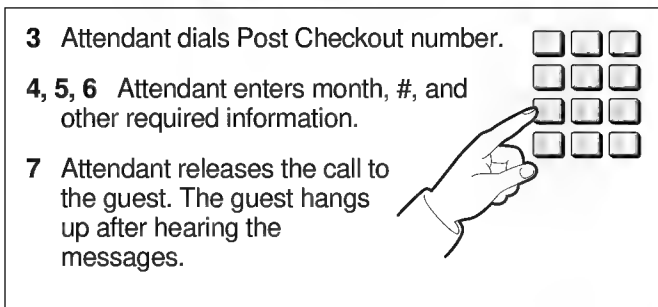
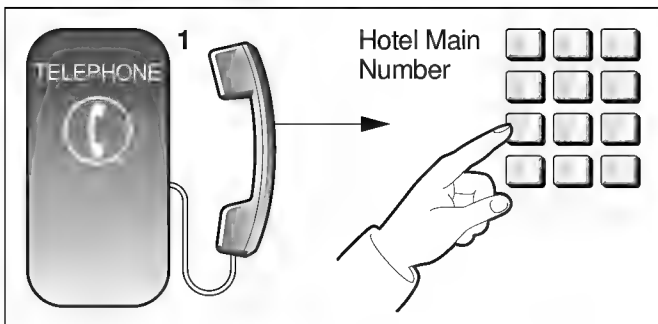
1. Dial the Meridian Mail access number.

Meridian Mail access number: _____

*"(Guest logon greeting) ...Please enter your room number followed by number sign," or
"(A custom message recorded by the system administrator)"*

2. Enter the room number, followed by <#>.
"Please enter your password followed by number sign."
3. Enter the password, then press <#>.
4. The messages are played.
5. When you are done, hang up.

After checking out, continued



g100335

■ Outside the hotel

If calling after leaving the hotel, your guest must follow these steps.

1. Dial the hotel main number.

Hotel number: _____

2. Give the attendant the room number, last name, and date of checkout (month and day).

At this point, the attendant connects the caller to the Post Checkout mailbox.

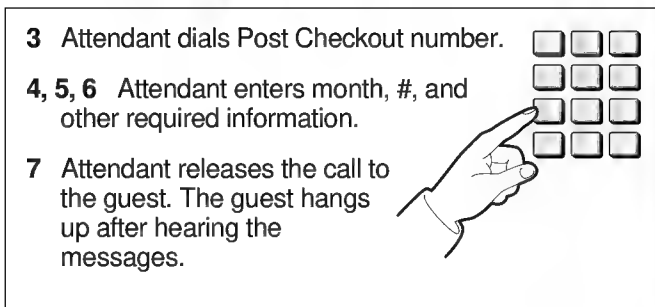
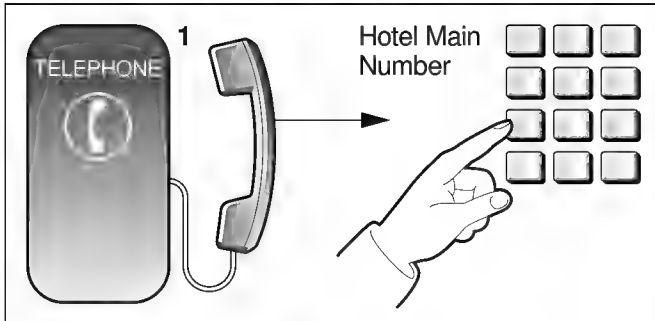
3. Dial the post-checkout mailbox number.

Post Checkout number: _____

"You have reached the post-checkout mailbox service."

4. Enter the month in numeric form, as instructed by Meridian Mail, then press <#>. Or simply press <#> for the current month.
5. Enter the day of checkout, then press <#>. Or simply press <#> for the current day.
6. Enter the room number, then press <#>. Or simply press <#> and enter the last name.

After checking out, continued



g100335

If the room number is entered and if more than one guest checked out of the room on the same day, the system prompts for the last name. In this case, the attendant spells the name and presses <#>.

7. The attendant should stay on the line to hear the initial prompts. Release the call to allow the guest to hear the messages. After hearing the messages, the guest hangs up.
8. If there are no messages in the check-out mailbox, the attendant will hear the following prompt: *"There are no voice messages in your mailbox. Good-bye."*

The attendant should advise the guest that the mailbox has been deleted because there were no messages to hold for later retrieval.

Note: For security reasons, the post-checkout mailbox must only be accessible by the attendant. Do not publish the access number to guests.

List of terms

Attendant	Person who routinely monitors and performs the functions associated with the Guest Voice Messaging console. In many establishments, this function is performed by the telephone operator.	Message	A voice recording taken by Meridian Mail when a guest is on the phone or away from the room.
Greeting	A voice recording that is played to callers reaching Meridian Mail.	Name	The name used by the registered guest for messaging purposes.
Interrupted dial tone	Repeated bursts of dial tone heard when the handset is picked up. This indicates that messages are waiting. Note that this feature exists only on phones that do not have a message waiting indicator (red light) on the phone.	Password	A sequence of digits (initially set by the hotel) that are entered when logging on to Meridian Mail.
Key	Any button on the telephone keypad.	PMS	Property Management System. An optional hardware interface that can be connected to the Meridian Mail system. It automatically controls all routine functions for providing voice messaging services to your guests.
Logon	The action of entering a room number and password when gaining access to Meridian Mail.	Post-check-out mailbox	A temporary mailbox to which the mailbox of a recently checked-out guest is copied. Only those mailboxes that still contain messages are copied and temporarily stored. The guest may access this mailbox by telephone from either inside or outside the hotel with the help of the attendant.
Mailbox	A private storage area in the system where a guest's messages are kept.		

List of terms, continued

Prompt	Sender
A voice recording played during a Meridian Mail session to instruct users on what actions can be taken.	The person who composed a voice message or left a recorded message when Meridian Mail answered a call.

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Meridian Mail

Guest Voice Messaging Reference Guide

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